MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2015/2016

BOS3034 – ORGANISATIONAL SYSTEMS IN INFORMATION AGE

(All sections / Groups)

2 MARCH 2016
9.00 a.m. - 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages.
2. Answer **ALL** questions.
3. Marks are shown at the end of each question.

Candidates MUST answer ALL questions.

Question 1

a. Define the term 'Systems Thinking'.

(6 marks)

b. A survey found that privately own vehicles contributed to massive traffic jams on the roads especially during the peak hours and make pollution worse. The Director of the Public Works Department is planning to build more roads to ease the traffic. Do you think this is a good idea? Using Systems Dynamics, discuss how you could solve the traffic problems.

(14 marks)
(Total 20 marks)

Question 2

a. Define these terms: 'Systems' and 'Organisation'

(8 marks)

b. Every year, households create tons of wastes which end up in landfills. However, the current landfills are no longer able to cope with this ever increasing amount of wastes. The local government is planning to use large swaths of lands in rural areas as new landfills. Do you think this is a good idea? Using Systems Dynamics, discuss how you could help solve the wastes problems.

(12 marks)
(Total 20 marks)

Question 3

Explain key activities and related information systems in service organization such as in airline or telecommunication companies.

(20 marks)

Question 4

Elaborate the key activities and the Information Systems (IS) in supply chain processes.

(20 marks)

Question 5

Describe the purpose of content management systems (CMS). How office management systems software and hardware complement content management systems?

(20 marks)

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